

Attorney Docket No. 01702/LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO

Serial No. : 10/002,743

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit :

Examiner :

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Att: Application Branch

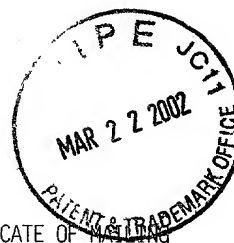
S I R :

Please amend the above-identified application, as follows:

IN THE CLAIMS:

Please substitute amended claim 11, as follows:

11. (Amended) The recording medium according to claim 10,
wherein said program is configured such that said claim handling
section performs a process of using an engineer information table
which holds records of the engineers including at least one item
selected from a schedule after the registration of the new claim
report, a product designed as experience, the number of years of
experience, the number of supporting tasks, a responsible unit,
and a technical field, instead of said supporting task table upon
increase in the number of newly-registered claim reports, and
making selection of the engineers with reference to a content of
said engineer information table.



CERTIFICATE OF MAILING

I hereby certify this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231 on the date noted below.

Attorney: Leonard Holtz

Dated: March 15, 2002

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper, to Account No. 06-1378.



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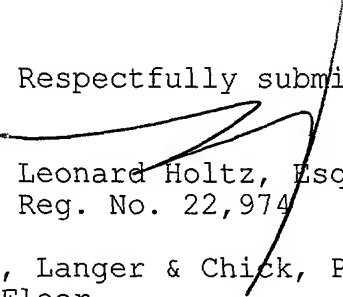
PATENT TRADEMARK OFFICE

R E M A R K S

A copy of marked-up claim 11 to show the changes made is attached hereto.

It is respectfully requested that prosecution on the merits now proceed.

Respectfully submitted,


Leonard Holtz, Esq.
Reg. No. 22,974

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MARKED-UP VERSION OF AMENDED CLAIM 11

11. (Amended) The recording medium according to claim 10,
wherein said program is configured such that said claim handling
section performs a process of using an engineer information table
which holds records of the engineers including at least one item
5 selected from a schedule after the registration of the new claim
report, a product designed as experience, the number of years of
experience, the number of supporting tasks, a responsible unit,
and a technical field, [and said selecting section,] instead of
said supporting task table upon increase in the number of
10 newly-registered claim reports, and making selection of the
engineers with reference to a content of said engineer
information table.

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